

April 1, 2022 to March 31, 2023

# 2022/23

## Annual Report

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Bouncing Forward After the Lockdown



CENTRE DE SANTÉ COMMUNAUTAIRE DE NIPISSING OUEST  
WEST NIPISSING COMMUNITY HEALTH CENTRE



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# Vision, Mission And Values

## Vision

- The West Nipissing Community Health Centre strives to maintain a healthy community for a lifetime.

## Mission

- The West Nipissing Community Health Centre will provide primary health care, illness prevention and management, and health promotion through an interprofessional team. The Centre commits to adopt a leadership role and work collaboratively with community partners to foster the social, mental and physical health of the Aboriginal, Anglophone and Francophone residents of West Nipissing and Garden Village.

## Values

- Accessibility, Empathy, Inclusion, Integrity, Empowerment, Respect

# Message from Board President

As I reach the end of my mandate on the West Nipissing Community Health Centre's board of directors, I reflect on the past year and the staff's remarkable recovery efforts from the pandemic so far, with the gradual but steady reintroduction of community programs and activities. It's wonderful to see so many smiling faces in the Centre's hallways, community spaces and on social media.

The Centre continues to grow to meet the community's needs. In fact, the Board had the pleasure of approving a space expansion project that will allow the Centre to serve more clients in existing programs and launch new initiatives in the very near future.

On behalf of the Board of Directors, I wish to thank our Executive Director, Guy Robichaud, and his extraordinary team for their leadership, creativity and devotion to clients and the community. We continue to be confident in their ability to provide the best care and services possible to meet clients' existing and emerging needs and contribute to our community's wellbeing.

Pierre Bourgoin



# Message from the Executive

## Director

Onwards! That was the recurring theme at the West Nipissing Community Health Centre in the last year as we resumed many of our programs and services, seeing many of the COVID-19 related challenges appear in our rear-view mirror. We also re-established partner collaboration in various community activities and events and saw the creation of new partnerships.

Our priority and focus remain on providing quality patient care, client services and programs. We ensure the well-being of patients, clients, caregivers, volunteers, and the community by codesigning safe and inclusive services through a health equity lens.

The pandemic highlighted gaps in the health system, including the shortage of physicians and nurse practitioners in West Nipissing. These have called upon service providers such as the Centre to be innovative in bridging those gaps. A few of our initiatives to increase access include hosting a by-appointment clinic with Dr. Desjardins for people who do not have access to primary care, and the upcoming expansion of space to increase the number of participants in our senior's day program, Alzheimer support services in partnership with the Alzheimer Society, as well as our new Youth Positive Space Program. Stay tuned for exciting announcements!

In closing, I offer my sincere thanks to our wonderful staff for going over and above on a consistent basis, and the Board of Directors for their continued support during this hectic and unfamiliar year. Having everyone roll up their sleeves the way I've witnessed in the last year is awe-inspiring.

Guy Robichaud



# SNAPSHOT 2022/23

Our collective efforts in responding to the pandemic allowed us to bounce forward after the lockdown. Facing a new healthcare landscape, we were able to adapt our abilities to work collaboratively to meet the emerging needs of the community. 2022/23 allowed us to carry on with familiar ways of doing our work and innovating on the delivery of community health programming to mitigate issues brought forward by the pandemic.

This year marked the return of in-person programming after bridging community needs with virtual care during the lockdown. Although COVID-19 remains a health concern, our team has successfully adapted protective measures to ensure client safety within community health programming.

A regular flow of in-person client visits resumed. Community health programs, workshops and activities returned to in-person group sessions and work with our key community partners returned to face-to-face meetings.

In January 2023, we hosted our first site visit for a group of grade 11 and 12 students enrolled in the “Exploration des carrières en santé” at Collège Boréal. We showcased the diversity of healthcare-related careers within our Centre to the next generation of enthusiastic students. They had the opportunity to participate in a short physical activity session, engage in a variety of information sessions with our staff and experienced some career options that Community Health Centres offer.



# COMMUNITY HEALTH PROGRAM HIGHLIGHTS

## Older Adults Staying in Shape (OASIS)

The OASIS program is very well attended and a staple of our community health programming. In July 2022, the program resumed in-person every Wednesday and Thursday from 10:00 a.m. to 2:00 p.m. Three staff and multiple volunteers assist in running the program and providing nutritious meals and refreshments to its participants. Although the program slightly evolved over the years, the main goal of OASIS remains to provide older adults with tools and education to live independently at home for as long as possible and to gain knowledge about the resources available to them in our community.

As some clients slowly recovered from social isolation brought forward by the COVID-19 lockdown, this year, our in-person programming efforts firmly focused on socializing. The groups attended several information sessions by representatives from local organizations. Presentations were given on various topics such as Medical Assistance in Dying (MAID), palliative care and Truth and Reconciliation which commemorated residential school survivors on September 30th. Other information sessions were presented by Care Link Advantage, the Anti-Fraud Association, Alzheimer Society Sudbury-Manitoulin North Bay & Districts, the OPP, the Hearing Society, the Arthritis Society, and many local organizations.

OASIS participants also had the opportunity to get trained in administering the life-saving medication, Naloxone, by the North Bay Parry Sound District Health Unit and the AIDS Committee of North Bay.

Other social and engaging aspects of the programming included entertainment by local musicians such as Ghost Rider, paint socials, scheduled outings on the Chief Commanda Cruise, a day at Clear Lake in Field and bowling socials.





## Bouncing Forward to Prevent Falls

While the pandemic left many of us deconditioned, less active and at a greater risk of falls, this year our physical activity programs focused on bouncing forward to prevent falls, all while socializing. In January 2023, we offered the Stand UP! program, delivering a total of 22 group sessions. The program's goal is to reduce the risks of falls in older adults by making their home environment safe and teaching them the importance of managing their health and increasing their strength and balance. We also offered a variety of related falls prevention exercise programs, such as Dynaband, Pilates, Yoga, etc. to encourage our community to be more active, to socialize and to put a bounce back in their step!



## Sewing for a Cause!

In the spring of 2022, the West Nipissing Sewing Group members were glad to reunite in our community program room to share new laughs, rekindle old friendships and sew together in a shared space. Their "sewing for a cause" motto came to fruition as they collectively developed garments for the various local non-profit organizations such as the West Nipissing General Hospital's Oncology Department, Complex Continuing Care Unit, the Long-Term Care Unit, the Emergency Department, and their Mental Health and Addiction Program at the Alliance Centre. Items were also created and gifted abroad to Hannah's Place of Safety and DROH Foundation in Africa, the North Bay Crisis Centre, and local schools and daycares.

The group created other garments such hats, pyjamas, pants, quilts, pillowcases, bibs, fleece outfits for children, sleepers for babies, sundresses and sun hats for children, twiddle mats (for dementia patients) and much more based on demand from local agencies.







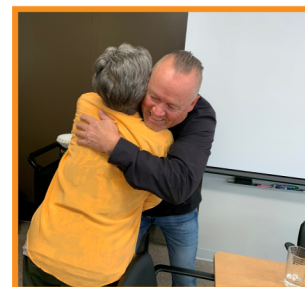
## Knitting for a Cause

Beautiful knitted and crocheted hats, socks, mitts, scarves, sweaters, blankets, wheelchair wraps, shawls, slippers, and blankets were created for our annual Tree of Warmth and to keep members of our OASIS and Alzheimer's Day Program participants warm.



## Small Steps Towards Truth and Reconciliation

In honouring residential school survivors on September 30th, our staff and OASIS members welcomed Gimaa (Chief) Scott McLeod-Shabogesic from Nipissing First Nation to talk about Truth and Reconciliation. Gimaa spoke about the past and ongoing hardships Indigenous communities face and the painful effects of living with the truth. His talk highlighted the importance of acknowledging our shared truth every day and shared examples of meaningful actions we can do toward reconciliation at an individual and societal level.





## International Overdose Awareness Day

In recognition of International Overdose Awareness Day (IOAD), our team was honoured to participate with other local partners in planning the IOAD BBQ in August 2022 and the IOAD plaque unveiling ceremony in October 2022. The community events commemorated community members who had been affected by an overdose.

The Municipality of West Nipissing, in collaboration with the West Nipissing General Hospital's Alliance Centre, the Nipissing Parry Sound District Health Unit, our agency and other local partners all came together to create a permanent memorial located near the fountain on King Street in downtown Sturgeon Falls. The site now provides a space for loved ones to sit, reflect, and mourn those lost to overdose.



## Using Red Scarves to Raise Awareness about AIDS

Staff from the WNCHC along with members of the West Nipissing Knitting Circle and representatives from the AIDS Committee of North Bay and Area tied red scarves created by members of the West Nipissing Knitting Circle, and other members of the community in the downtown area of Sturgeon Falls as part of the Red Scarf Project. Traditionally, the scarves, bearing HIV/AIDS awareness information are left for anyone to take. Recipients of the new garments were encouraged to share the message and send a selfie in their red scarf on their own social media. This year's theme was "EQUALIZE" and to acknowledge the essential role communities have contributed in the AIDS response at the international, national and local levels.





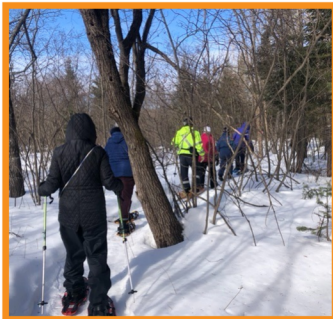
## A Unique Opportunity to Build a Traditional Hand Drum

The Centre was fortunate to welcome Perry McLeod-Shabogesic, a Nipissing First Nation Knowledge Keeper who provided our group with a unique opportunity to build a traditional hand drum. The workshop participants shared that it was “indeed a humbling experience” and were honoured by his presence and traditional knowledge. One participant said they appreciated all the teachings Perry shared with the group about the drum and its significance. The hand drums were generously gifted to the Centre for future programming.



## Locking into Snowshoes and Unlocking the potential of Food

The Centre joined other health organizations to celebrate Nutrition Month. This year’s theme for Nutrition Month was “Unlocking the Potential of Food.” In March 2023, community members locked into their snowshoes to unlock the potential of food. Following the theme, our team hosted a Snowshoe Social Event at the Rod N’ Gun Club with a make-your-own trail mix information session for those in attendance.



## safeTALK Training

With increasing awareness and recognition of Mental Health in our community, we felt it was primordial for our staff and community allies to be trained on suicide prevention. This workshop was offered by the North Bay and District Canadian Mental Health Association and provided the skills to recognize the signs of a suicidal person, engaging and connecting them to an intervention resource. This training could save someone’s life!

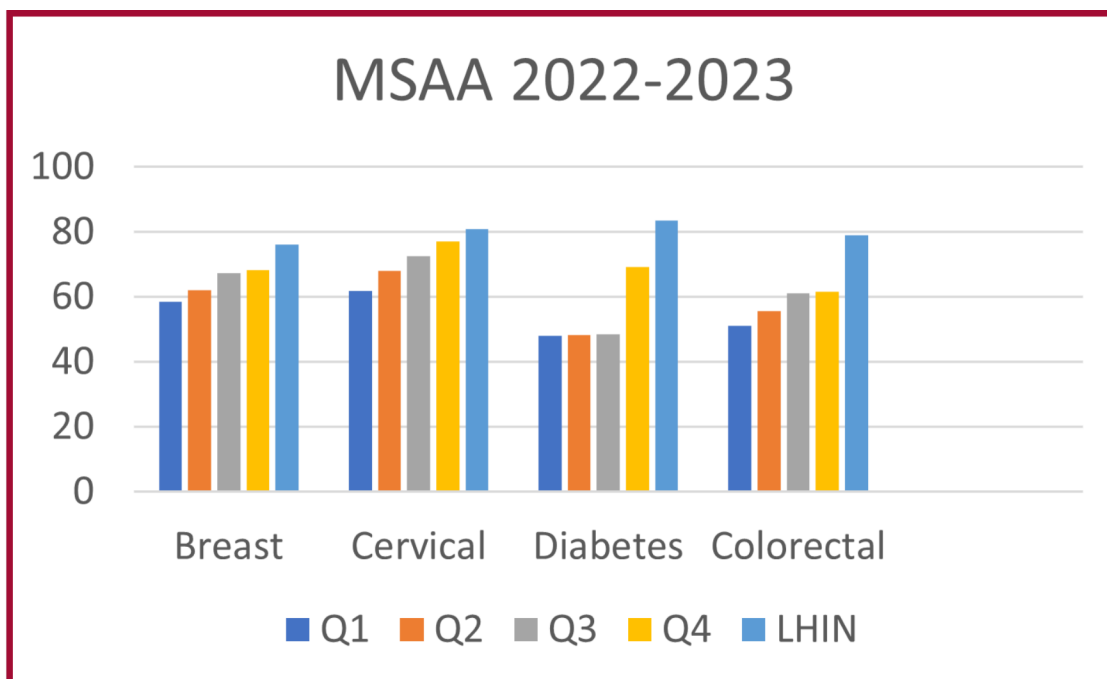


# PRIMARY CARE HIGHLIGHTS

Despite the challenging times over the last few years, our team is resilient and strives to offer the best services. While some services were suspended during the lockdown, our team of physicians, nurse practitioners, registered nurses, registered practical nurses, case manager and registered dietician continued offering in-office appointments and virtual care.

We have resumed full primary care services, and we endeavour to improve access to preventative cancer screening all while being able to decrease the backlog created during the pandemic.

The table below illustrates the screening improvement by our centre over the fiscal year.

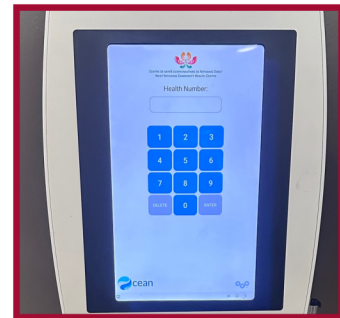


## Innovating to Enhance Care

To optimize our clinic operations, improve client experience and advance client care, we integrated an add-on tool to our current electronic medical record (EMR). We received funding and support from the Nipissing Wellness Ontario Health Team to implement these tools.

This ongoing but essential process will ensure our connectivity with the rest of the health sector.

Ocean helps us improve the client experience by offering self-check-in, sending email appointment reminders and mass communication emails, with more features to come.



We have also welcomed a Registered Nurse in partnership with the Nipissing Wellness Ontario Health Team's Integrated Heart Failure (NIHF) Program. Jordan has access to our client files and cares for clients with congestive heart failure (CHF). It is an invaluable program that supports our providers immensely.

Through innovative solutions, our team established an initiative to help the non-attached population of West Nipissing. In October 2022, Dr. Martin Desjardins began a by-appointment medical clinic to help serve this clientele and reduce the burden on our local emergency department. The partnership is a huge success and helps many residents with health issues that can be served in non-emergent care.



In the last year we have also welcomed quite a few new staff members to our interdisciplinary team: Nurse Practitioners Heather James and Lexie Bélisle, Registered Dietitian Brooklyne Buckley, and Receptionist Émilie Bellefeuille.

They are a great addition to our team!

# PARTNERSHIP SPOTLIGHT

## Community Health and Wellbeing Week 2022

Together with other Community Health Centres across the province, we celebrated Community Health and Wellbeing Week (October 17th to 23rd, 2023) by working together towards Health Equity and focusing on Community Health and Wellbeing. Throughout the week, we were active on our social media page by demonstrating how we work with local community service providers to address barriers to equitable health and the needs of the people and communities we serve every day. Examples of this include digital equity (our new iPad lending program), addressing access to healthy, safe and affordable food, as well as encouraging everyone to vote for a candidate that will prioritize health equity during the municipal elections.

## Key Partnership

The Centre continues to partner with the Alzheimer's Society to offer a day program for older adults who live with Alzheimer's and have been offering respite services. 57 sessions were offered throughout the course of this fiscal year.

We have also maintained long-standing partnerships with the Parent-Child Development Services, the Arthritis Society, and the North Bay Parry Sound Naloxone Harm Reduction Program to distribute Naloxone at our Centre.



## The Ontario Health Team (OHT) General Wellness Collaboration

The Nipissing Wellness Ontario Health Team was successful with an application to Ontario Health (OH) for alternate level of care (ALC) funding that would enable us to scale and spread our initial year 1 project work from March to June 2023. In partnership with VON, along with staff from the WNCHC to help manage the program and other community member organizations, we relaunched a self-directed community-based model of care. This program was implemented in January 2023 to help assist older adults living at home. We were advised that funding would be available to support this work throughout the 2023/24 fiscal year. The program, known as the SMILE program (Seniors Managing Independent Living Easily) has been shown to reduce ED visits and ALC in the southeast region of the province where the program has been operational since 2008/09.

In the fall of 2022, following an assessment (by OH and an external consultant) of the synergies between the Multitenant Navigator (MTN) and Health811 (i.e., business requirements, vendor capabilities, costs, and timelines), and subsequent OH MTN-Health811 steering committee recommendations, the MOH has indicated their support for leveraging Health811 as the provincial platform to surface OHT content and services, including OHT portal integration needs and access to the provincial patient data viewer. The extensive effort, feedback, and requirements to date that informed the MTN initiative will be incorporated into the Health811 implementation. OH will work with OHTs to onboard to the Health811 platform, which will allow for patients to be served local-level content and service information, as well as access to their digital health data.





## Mental Health and Addictions Funding

In keeping with the importance of increasing awareness and recognition of mental health in our community, the Centre received \$168,200 of financing to support mental health and addiction initiatives through our Centre. Below is the breakdown of funds that were distributed to support acute mental health and addiction interventions and investment in holistic health programming. During a period of 6 weeks, our team completed a total of 175 counselling sessions and organized 28 housekeeping visits for clients in need of acute care. The funds were also used to purchase specialized equipment and services for clients as outlined in the table below.

20,5%	175 Counseling session
	28 Housekeeping services
	Specialized equipment and services (eye exams, glasses, dentures, etc.)
22,7%	Miscellaneous purchases (clothing, sports equipment, groceries, etc.)
0,1%	Transportation
2,6%	Bill payments (rent, electricity, etc.)
6,5%	Temporary employment and overtime
0,2%	Professional development (workshops)
21,4%	Resources for mental health programs and services at the Centre
36%	60,000 towards the expansion project



# NEW PARTNERSHIP

## **Niijaansinaanik Child and Family Services**

2022/23 brought forward some opportunities to partner with local Indigenous-led organizations. The Centre was fortunate to form a new partnership with the Niijaansinaanik Child and Family Services this year. We look forward to seeing what the future holds as we collaborate more closely and build our capacity to include more indigenous culture programming at the Centre.



# 2022/23 IN NUMBERS



20 PROGRAMS



6112 TOTAL ATTENDANCE



5 ONE-TIME ACTIVITIES (e.g., WORKSHOPS)



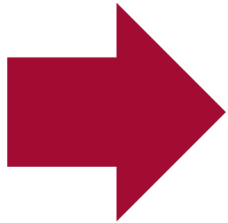
518 GROUP SESSIONS



16567 PRIMARY CARE VISITS

# COMMUNITY HEALTH PROGRAMS

## NUTRITION AND FAMILY HEALTH



- Monthly Nutrition Series



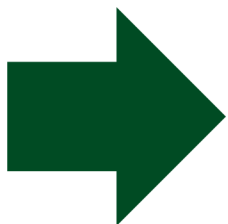
## HOLISTIC HEALTH FOR OLDER ADULTS



- OASIS Day Program
- Alzheimer's Support Group in collaboration with the Alzheimer's Society



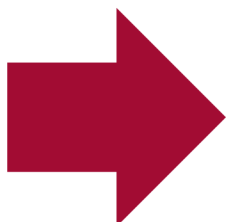
## PHYSICAL ACTIVITY



- Stand UP!
- Dynaband
- Balance and Mobility
- Tai Chi
- Yoga
- Pilates
- Pickleball



## SOCIAL INCLUSION



- Crafter's Corner
- Knitting Circle
- Scrapbooking
- Sewing
- Painting Social
- Women's Drumming Circle
- Ipad Program



## ON-TIME ACTIVITIES



- SAFETalk Training
- Snowshoe Social Hike
- International Women's Day
- Hand Drum Making Workshop
- Red Scarf Campaign Day
- Nutrition Month
- Falls Prevention Symposium
- Community Health and Wellbeing Week
- NWOHT Self-Directed Program



# FINANCIAL REPORT




**Centre de Santé Communautaire du Nipissing Ouest /  
West Nipissing Community Health Centre**  
Statement of Financial Position  
March 31, 2023

	<u>2023</u>	<u>2022</u>
<b>Assets</b>		
Current Assets		
Cash (note 3)	\$ 321,481	\$ 390,048
Accounts receivable	65,214	40,847
Prepaid expenses	<u>37,897</u>	<u>37,897</u>
	424,592	468,792
Tangible Capital Assets (note 4)	<u>2,726,009</u>	<u>2,928,191</u>
	<u>\$ 3,150,601</u>	<u>\$ 3,396,983</u>
<b>Liabilities</b>		
Current Liabilities		
Accounts payable and accrued charges	\$ 215,424	\$ 299,659
Accounts payable - Ontario Health	140	136
Government remittances	<u>59,513</u>	<u>27,035</u>
	275,077	326,830
Deferred Contributions (note 5)	136,267	129,134
Deferred Contributions Related to Tangible Capital Assets (note 6)	<u>2,726,009</u>	<u>2,928,191</u>
	3,137,353	3,384,155
<b>Unrestricted Net Assets</b>	<u>13,248</u>	<u>12,828</u>
	<u>\$ 3,150,601</u>	<u>\$ 3,396,983</u>
Contingency (note 7)		
Commitments (note 8)		

Approved by the Board:

 Director

 Director

The accompanying notes are an integral part of these financial statements.

# VOLUNTEERS

Volunteers are the heart of our Centre. They generously devote their time to our clients and make the programming a possibility. As we bounced forward from the lockdown, we were extremely grateful to welcome back our group of volunteers in the Spring of 2022 to resume volunteer-led activities in person.

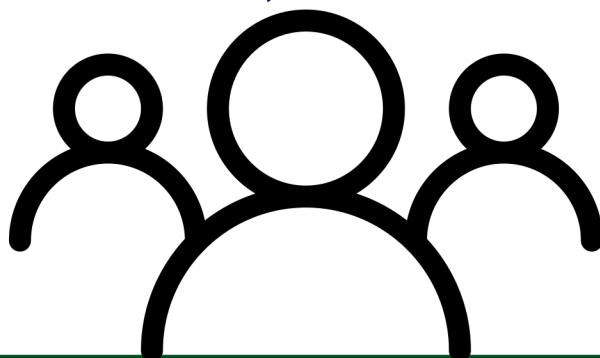
We also recruited four new volunteers this year to support new programs offered at the Centre. Jeanette Sylvestre has been taking a lead role in offering nutrition information to our clients on a monthly basis as a retired Registered Dietician. Evelyne Knupfer, a lifelong Pilates enthusiast who kindly offers Pilates classes at the Centre. Simone Desormiers, a lifelong learner who devotes her time in learning more about the Indigenous culture stepped in to run the women's hand drumming circle, and Bonnie McCann who is helping with the delivery of the OASIS program.

In December 2022, we celebrated each volunteer with a social evening offering a great meal, music and memorable laughs.



# OUR TEAM

**Guy Robichaud**, Executive Director  
**Bonita Séguin**, Executive Assistant  
**Lise Savard**, Director of Primary Care  
**Renée Vaillancourt**, Director of Community Health Program  
**Émilie Bellefeuille**, Receptionist  
**Sylvie Labelle**, Receptionist  
**Michelle-Andrée Giguère**, Receptionist  
**Dr. Janique Vandal**, Physician  
**Dr. Julie Breton-Fortin**, Physician  
**Carole Gilchrist**, Nurse Practitioner  
**Heather James**, Nurse Practitioner  
**Lexie Bélisle**, Nurse Practitioner  
**Nicole Ouellette**, Nurse Practitioner  
**Brooklyne Buckley**, Registered Dietitian  
**Francine Guenette**, Finance and Data Management Assistant  
**Stéphanie Giguère**, Registered Nurse, Telemedicine (OTN)  
**Anick Génier**, Registered Nurse  
**Michelle Guenette-Leblanc**, Registered Practical Nurse  
**Roxanne Desbois**, Registered Practical Nurse  
**Desirée Jackson**, Community Programs Coordinator  
**Anik St-Aubin**, Community Health Promotion Worker  
**Mélanie Rancourt-Desbois**, Programs and Services Assistant  
**Carmen McCann**, Senior Day Program Cook  
**Deana Stephen**, Case Manager  
**Dan Morin**, Custodian  
**Pete Benoit**, Custodian



# BOARD OF DIRECTORS

**Pierre Bourgoïn**, President  
**Andrée Tomkins**, Vice-president  
**Luc Gaudreau**, Treasurer  
**Gayle Primeau**, Secretary  
**Dr. Jean Anawati**, Director  
**Susie Michaud**, Director  
**Christine Allard**, Director  
**Jacqueline Gallant**, Director  
**Linda Lafantaisie-Renaud**, Director





# MODEL OF HEALTH AND WELLBEING



Funded by:



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